



STATE OF TENNESSEE
TENNESSEE COMMISSION ON CHILDREN AND YOUTH

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CHILDREN'S SERVICES COMMITTEE

TCCY Conference Room
Andrew Johnson Tower, Ninth Floor
Thursday, May 3, 2007
2:15 p.m. - 3:45 p.m.

MINUTES

Committee Members Present

Tim Goldsmith, Chair
Natasha Blackshear
Marti Herndon
Trudy Hughes
Susan Lawless-Glassman
Sue Pilson
Nancy Williams

Committee Members Absent

Denise Hobbs
Barbara Holden
Charles Hutchins
Diane Neighbors

Colonel J. A. Robbins

Jo Ann Yates

Staff Present

Linda O'Neal, Executive Director
Pat Wade, CPORT Director (via speaker phone)
Beverly Bell
Dominick Grimaldi
Sukti Maldas
Faye Mangrum
Gerald Papica
Sheryl Sweat

Chair Goldsmith called the meeting to order at 2:00 p.m.

I. Approval of February 2007 Minutes

MOTION: IT WAS MOVED (LAWLESS-GLASSMAN) AND SECONDED (PILSON) TO APPROVE THE FEBRUARY 2007 COMMITTEE MINUTES. UNANIMOUSLY CARRIED.

II. Ombudsman Update

Papica gave a brief overview of Ombudsman activities including Caseload Summary, Caseload Demographics and referrals, active and inactive, February 1 – April 23, 2007. Reports are on TCCY's website. During the last quarter, the Ombudsman received four times as many information only calls compared to open case calls, a significant change in type of calls received. Cases were closed in a timely manner.

Papica discussed the confusion/explored the difference between the TCCY Ombudsman program and the DCS Office of the Ombudsman. Due to collaboration efforts (TCCY/DCS), questions at the Commission's General Welfare Budget Hearing regarding Comptroller's findings and Senator Diane Black's questions to DCS Commissioner Viola Miller, Commissioner Miller has asked the DCS Office of the Ombudsman to identify a new name. This is good news for TCCY. Tammy Feldman will let Papica know the new name. Papica will work on TCCY Ombudsman case protocol and DCS will update their Ombudsman case protocol. When they meet in July, they will be compared so there will be no duplication of services.

As chair of the USOA Conferences and Training Committee and the 2007 conference planning sub-committee, Papica is working on plans for the 27th United States Ombudsman Association's National Conference will be September 24-28 in Anchorage, Alaska. This is Papica's third and last term as the USOA conference planning committee chair.

Grimaldi is involved with Biker's Against Child Abuse (BACA) and has served as Clinical Advisor for their State Board of Directors for the past year. He was pictured in a BACA group in an article in *The Tennessean* regarding their activities.

III. CPORT Update

Wade reported that since the last Commission meeting Quality Service Reviews (QSR) have been conducted in Upper Cumberland, Northeast and Southeast. She is in Memphis this week with other CPORT staff participating in the Shelby County QSR. The South Central QSR is scheduled for May 14-18.

She thanked Commission Members Lawless-Glassman and Williams for shadowing in the Shelby County QSR asking them to share their experience:

- Lawless-Glassman – Talked about the amount of work/cooperation it takes to make appointments/put schedules/information together. She enjoyed shadowing Rosamond McLeod and thanked her for reviewing/explaining materials/tools/appointments.
- Williams – Talked about the exceptional case she and Susan Cope reviewed stating it was a good example of what QSR about (teaming, utilization of resources, timely permanence and desirable outcomes) and commended Cope on being a role model. This was quite an experience for her and she is thankful for the opportunity.

Through QSR, CPORT is coaching and mentoring DCS staff. Through this model, improvement is being seen statewide. The right people are on the teams and being engaged resulting in good outcomes.

IV. CPORT/DCS Collaboration Update

Two QSR Illustrative Case Stories (one from the Northeast region and one from the Upper Cumberland region) and DCS Tennessee QSR reports on the following regional reviews were distributed via e-mail:

- ✓ Davidson County
- ✓ Davidson County (Brian A. Class Cases)
- ✓ Mid-Cumberland
- ✓ Hamilton
- ✓ Knox County
- ✓ East Tennessee
- ✓ Northwest
- ✓ Southwest

Wade encouraged Commission members to read the case stories and review the QSR reports briefly outlining information contained in the reports and the process leading to the compilation of that information (regional review results).

Current CPORT activities:

- ✓ Working with DCS on the schedule for the next review cycle;
- ✓ Working on schedule for targeted reviews of children at the Youth Development Centers (YDCs) during the summer;
- ✓ Training staff at Woodland Hills YDC to prepare for the upcoming reviews;
- ✓ Wade is participating in strategic planning with DCS on their vision, mission and values statement.

V. CPS/Multiple Response System (MRS)

MRS is being rolled out faster than what the legislation dictated. MRS status reported on:

- ✓ Fully implemented in Northwest and Southeast;
- ✓ Shelby County is rolling out and getting ready for their pilot and plan to use geo-mapping by zip code.
- ✓ Knox County, Northeast and East Tennessee are being rolled out;

Northwest is an exemplary region of the MRS implementation. MRS should now have a presence in every region except possibly Davidson County.

Hughes asked about the evaluation piece of MRS. No one could answer her question.

VI. Other Business

Pat introduced CPORT's new administrative secretary, Sandra Decker.

Goldsmith will not be able to attend tomorrow's Commission meeting. Pilson will serve as acting chair.

Meeting adjourned at 3:05 p.m.

Minutes submitted by

Faye Mangrum
Executive Secretary 2

Minutes approved by:

Tim Goldsmith, Chair

H DRIVE/SHARED FILES/MINUTES FOLDER